



THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY**

ONE SOUTH STATION

Boston, MA 02110
(617) 305-3500

MITT ROMNEY
GOVERNOR

KERRY HEALY
LIEUTENANT GOVERNOR

BETH LINDSTROM
DIRECTOR
OFFICE OF CONSUMER AFFAIRS
AND BUSINESS REGULATION

PAUL B. VASINGTON
CHAIRMAN

JAMES CONNELLY, ESQ.
COMMISSIONER

W. ROBERT KEATING
COMMISSIONER

EUGENE J. SULLIVAN, JR.
COMMISSIONER

DEIRDRE K. MANNING
COMMISSIONER

August 18, 2003

BY E-MAIL, AND
FIRST CLASS U.S. MAIL

Stephen H. Bryant
Vice President, Regulatory and Government Policy
Bay State Gas Company
300 Friberg Parkway
Westborough, MA 01581-5039

Re: Bay State Gas Company, D.T.E. 03-10

Dear Mr. Bryant:

Enclosed is the Seventh Set of Information Requests by the Department of Telecommunications and Energy to Bay State Gas Company regarding the captioned matter. Please submit copies of the Company's responses to the information requests to the Department by 5:00 p.m., August 25, 2003.

Should you have any questions please contact me at (617) 305-3762. Thank you for your prompt attention to this matter.

Sincerely,

Jody Stiefel
Hearing Officer

Enc.

cc: Mary Cottrell, Secretary
Patricia French, Esq.

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

D.T.E. 03-10

SEVENTH SET OF INFORMATION REQUESTS TO
BAY STATE GAS COMPANY

Referring to the Company's 2002 SQ report filed on January 31, 2003 ("SQ Filing"), as supplemented on February 13, 2003 ("Supplemental Filing"), the Department of Telecommunications and Energy ("Department") submits to Bay State Gas Company ("Company") the following Information Requests. Please provide electronic versions of all your responses.

Requests

DTE 7-1 Please provide the monthly SQ data for all SQ measures and reporting requirements including Telephone Answering (Emergency and Non-Emergency), Odor Call Response, and Staffing Levels for the period May 1, 2003 through August 15, 2003. Include any conditions under which the Company operated during 2003 that may have influenced the results the Company achieved and the initiatives the Company has implemented or plans to implement during 2003 to improve its performance.